

% Industrial Permits Issued After 15 Days (Construction Review) Develop Louisville



KPI Owner: David Marchal

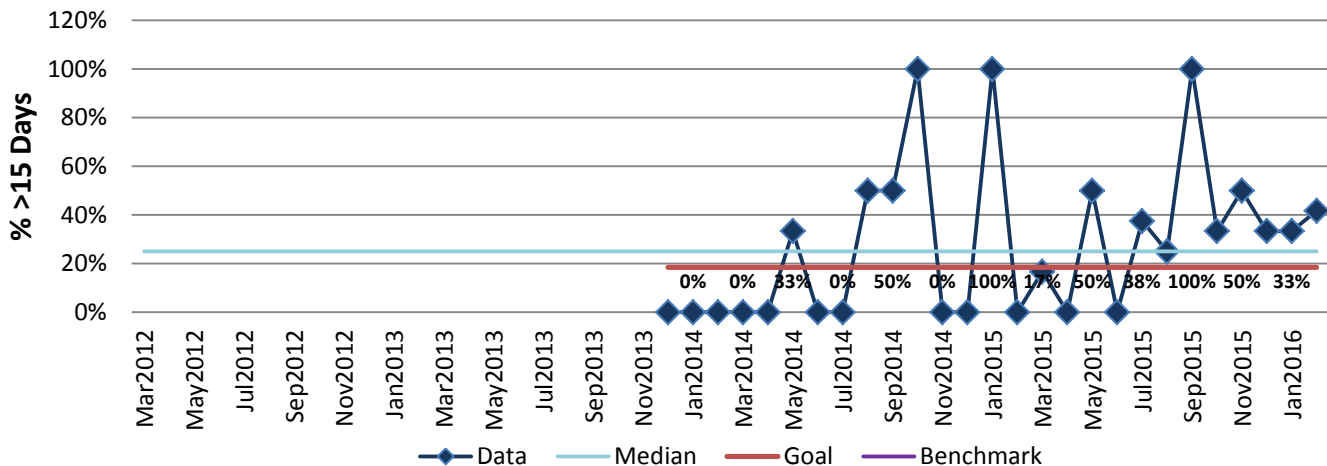
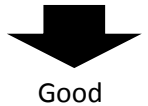
Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 19.44% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 19.44% to 18.47% (5% decrease) Benchmark: TBD	Data Source: Hansen Goal Source: Construction Rev. Mgr Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Industrial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
18.47%	35.07%		18.47%	41.67%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purposed of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.